

# Unannounced Care Follow Up Inspection Report 21 February 2019



## Conard Care Services Ltd

**Type of Service: Domiciliary Care Agency**  
**Address: Room OS5, 1st Floor, Sketrick House, 16 Jubilee Road,  
Newtownards, Down, BT23 4YH**  
**Tel No: 02891810161**  
**Inspector: Jim McBride**

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It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of RQIA during the course of this inspection. The findings contained within this report do not exempt the service provider from their responsibility for maintaining compliance with legislation, standards and best practice.

## 1.0 What we look for



## 2.0 Profile of service

Conard Care Services Ltd is a domiciliary care agency based in Newtownards under the direction of the manager Paul Doran, a staff team of 199 provides care services to 425 service users in their own homes. The service users live in the North Down geographical area. The services provided range from personal care, practical and social support. The services are commissioned by the South Eastern health and Social Care Trust.

### 3.0 Service details

<b>Organisation/Registered Provider:</b> Conard Care Services Ltd  <b>Responsible Individual:</b> Miss Julie Elizabeth Hunter	<b>Registered Manager:</b> Mr Paul Doran
<b>Person in charge at the time of inspection:</b> Mr Paul Doran	<b>Date manager registered:</b> 03/09/2018

### 4.0 Inspection summary

An unannounced inspection took place on 21 February 2019 from 09.10 to 11.30 am.

This inspection was underpinned by the Domiciliary Care Agencies Regulations (Northern Ireland) 2007 and the Domiciliary Care Agencies Minimum Standards, 2011.

The focus of the inspection was to review staff recruitment, NISCC registration and complaints alongside quality of service provision within the agency. This inspection focus was based on information provided to RQIA anonymously from an individual who raised concerns about staff recruitment, NISCC and complaints.

It is not the remit of RQIA to investigate complaints/whistleblowing/adult safeguarding concerns made by or on behalf of individuals, as this is the responsibility of the registered providers and the Health and Social care Trust (HSCT)/commissioners of care. However, if RQIA is notified of a potential breach of regulations or minimum standards, it will review the matter and take appropriate action as required; this may include an inspection of the agency.

The following areas were examined during the inspection:

- Staffing – including deployment and recruitment
- Complaints management
- Northern Ireland Social Care Council (NISCC) registration details of all current staff.

The findings of this report will provide the agency with the necessary information to assist them to fulfil their responsibilities, enhance practice and service users' experience.

### 4.1 Inspection outcome

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

This inspection resulted in no areas for improvement being identified. Findings of the inspection were discussed with Mr Paul Doran, manager, as part of the inspection process and can be found in the main body of the report.

Enforcement action did not result from the findings of this inspection.

## 4.2 Action/enforcement taken following the most recent care inspection dated 21 February 2019

No further actions were required to be taken following the most recent inspection on 21 February 2019.

## 5.0 How we inspect

Prior to the inspection a range of information relevant to the service was reviewed. This included the following records:

- Previous RQIA inspection report
- Records of notifiable events
- Correspondence received by RQIA since the previous inspection.

**Specific methods/processes used in this inspection include the following:**

- Discussions with the registered manager
- Discussions with two care co-ordinators
- Review of complaints records from May 2018
- Northern Ireland Social Care Council (NISCC) correspondence regarding one staff member's individual detail
- Staff recruitment records
- Records of staff incidents, complaints and concerns.

During the inspection the inspector met with the registered manager and two care co-ordinators.

The findings of the inspection were provided to the manager at the conclusion of the inspection.

## 6.0 The inspection

### 6.1 Review of areas for improvement from the most recent inspection dated 13 December 2018

The most recent inspection of the agency was an unannounced care inspection. No areas for improvement were identified.

### 6.2 Review of areas for improvement from the last care inspection dated 13 December 2018

There were no areas for improvement made as a result of the last care inspection.

## 6.3 Inspection findings

### Staffing

The agency's recruitment policy clearly outlines the procedures and timescales for managing staff recruitment. Following discussion with manager and a review of staff recruitment records the inspector was assured that the agency's procedures were followed. The inspector was assured by the manager that staffing arrangements in place ensures that any allegations of poor practice are investigated in line with the agency's complaints policy and procedure and are reported to the relevant authorities as appropriate.

### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

### Northern Ireland Social Care Council (NISCC) Registration

The inspector was assured by the manager and records reviewed that all staff are currently registered with (NISCC) with the exception of six new registrant applicants staff awaiting registration outcomes.

### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

### Complaints

The agency's complaints policy clearly outlines the procedures and timescales for managing complaints. The inspector noted and reviewed a number of complaints received by the agency since May 2018. All complaints had been investigated by the appropriate people/agency as outlined in the agency's policy and procedures with successful outcomes recorded for the complainant.

### Areas for improvement

No areas for improvement were identified during the inspection.

	Regulations	Standards
<b>Total number of areas for improvement</b>	0	0

## 7.0 Quality improvement plan

There were no areas for improvement identified during this inspection, and a QIP is not required or included, as part of this inspection report.



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